



# KNOW YOUR RIGHTS!

CONSUMER TIPS BROUGHT TO YOU BY  
THE BUSINESS, TRANSPORTATION & HOUSING AGENCY

STATE OF CALIFORNIA

The best way to protect yourself, as a consumer, is to be informed. Below you will find some brief consumer information that may be helpful in those day-to-day transactions we all carry out.

## YOUR VEHICLE



- California law does not provide for a “cooling-off” or other cancellation period for vehicle lease or purchase contracts. Therefore, you cannot later cancel such a contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign a motor vehicle purchase or lease contract, it may only be canceled with the agreement of the seller or lessor or for legal cause, such as fraud.
- When purchasing a used vehicle, “AS-IS” means exactly that. Have the vehicle inspected or checked by an independent mechanic **before** you sign a contract. Get all promises made by the dealer or seller in writing **before** you sign the contract.

## YOUR HOME



- Some mortgage loans have points and some do not. A point is a loan origination fee equivalent to 1% of the loan amount. Together with the interest rate, they constitute the yield on your loan for the lender. Some lenders charge a higher interest rate to compensate for charging no points. Shop around! Make sure your loan is a competitive rate!
- You are entitled to receive a Real Property Disclosure Statement during the course of your home purchase. This covers the physical condition of the property and potential hazards or defects that may be associated with it. It also discloses any special taxes, assessments and other factors that may have a material effect on the value or desirability of the property. Check with your realtor about this statement.

## YOUR MONEY



- Calls from strangers offering get-rich-quick schemes can be a sign that a “boiler room” scam is on the line. Operators rent offices with impressive addresses and hire unlicensed salespeople to work banks of phones calling individuals from lists they buy. They promise fast profits and usually do not deliver.
- Be sure to request a prospectus, offering circular and financial statement for investments, including stock offerings, limited partnerships, franchise offerings and mutual funds. Do your homework before investing your hard-earned dollars.

## YOUR HEALTHCARE



- You have the right to uninterrupted health care and the right to keep your doctor if you have an acute condition, are more than 3 months pregnant or are hospitalized.
- You have the right to a choice of primary care doctors and, in most cases, the right to one within 15 miles or 30 minutes of your home or workplace.
- If your HMO denies or modifies a health care benefit on the grounds that it's experimental or not medically necessary, you have the right to appeal to doctors outside your HMO by contacting the Department of Managed Health Care's HMO Help Center at 1-888-HMO-2219 or [www.hmohelp.ca.gov](http://www.hmohelp.ca.gov)

### The Business, Transportation & Housing Agency includes:

The Department of Transportation (Caltrans), California Highway Patrol (CHP), Department of Motor Vehicles (DMV), Office of Traffic Safety, Housing & Community Development, CA Housing Finance Agency, Department of Real Estate, Office of Real Estate Appraisers, Department of Financial Institutions, Department of Corporations, Department of Managed Healthcare, Office of the Patient Advocate, Alcoholic Beverage Control, Stephen P. Teale Data Center